

2014 Consumer Satisfaction Survey

RESPONSE RATE												
Closed Successfully 26-0												
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	36	45	81	7	0	7	3	0	3	21%	0%	9%
November	45	76	121	9	4	13	1	0	1	20%	5%	11%
December	64	84	148	18	4	22	2	0	2	29%	5%	15%
January	64	110	174	18	1	19	2	0	2	29%	1%	11%
February	75	98	173	23	10	33	4	0	4	32%	10%	20%
March	55	74	129	12	0	12	1	0	1	22%	0%	9%
April	75	109	184	21	0	21	2	0	2	29%	0%	12%
May	58	88	146	17	0	17	2	0	2	30%	0%	12%
June	60	99	159	17	0	17	3	0	3	30%	0%	11%
July	54	98	152	0	0	0	0	0	0	0%	0%	0%
August	79	117	196	13	0	13	1	0	1	17%	0%	7%
September	187	355	542	38	0	38	12	0	12	22%	0%	7%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	852	1353	2205	193	19	212	33	0	33	24%	1%	10%
Closed Unsuccessfully 28-0												
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	31	49	80	5	0	5	5	0	5	19%	0%	7%
November	36	57	93	1	1	2	1	0	1	3%	2%	2%
December	30	49	79	3	2	5	8	0	8	14%	4%	7%
January	56	48	104	5	1	6	7	0	7	10%	2%	6%
February	36	56	92	2	1	3	4	0	4	6%	2%	3%
March	52	53	105	3	0	3	2	0	2	6%	0%	3%
April	68	68	136	7	0	7	2	0	2	11%	0%	5%
May	62	69	131	8	0	8	11	0	11	16%	0%	7%
June	41	92	133	3	0	3	4	0	4	8%	0%	2%
July	64	77	141	0	0	0	0	0	0	0%	0%	0%
August	72	100	172	9	0	9	5	0	5	13%	0%	5%
September	85	150	235	18	0	18	19	0	19	27%	0%	8%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	633	868	1501	64	5	69	68	0	68	11%	1%	5%
Closed Successfully 26-0 and Unsuccessfully 28-0												
	Surveys Mailed	Surveys E-mailed	Total Surveys	Surveys Received Mail	Surveys Received E-mail	Total Surveys Received	Surveys Undelivered Mail	Surveys Undelivered E-mail	Total Surveys Undelivered	Return Rate Surveys Mailed	Return Rate Surveys E-mailed	Total Return Rate
October	67	94	161	12	0	12	8	0	8	20%	0%	8%
November	81	133	214	10	5	15	2	0	2	13%	4%	7%
December	94	133	227	21	6	27	10	0	10	25%	5%	12%
January	120	158	278	23	2	25	9	0	9	21%	1%	9%
February	111	154	265	25	11	36	8	0	8	24%	7%	14%
March	107	127	234	15	0	15	3	0	3	14%	0%	6%
April	143	177	320	28	0	28	4	0	4	20%	0%	9%
May	120	157	277	25	0	25	13	0	13	23%	0%	9%
June	101	191	292	20	0	20	7	0	7	21%	0%	7%
July	118	175	293	0	0	0	0	0	0	0%	0%	0%
August	151	217	368	22	0	22	6	0	6	15%	0%	6%
September	272	505	777	56	0	56	31	0	31	23%	0%	8%
NA	0	0	0	0	0	0	0	0	0	0%	0%	0%
Total	1485	2221	3706	257	24	281	101	0	101	19%	1%	8%

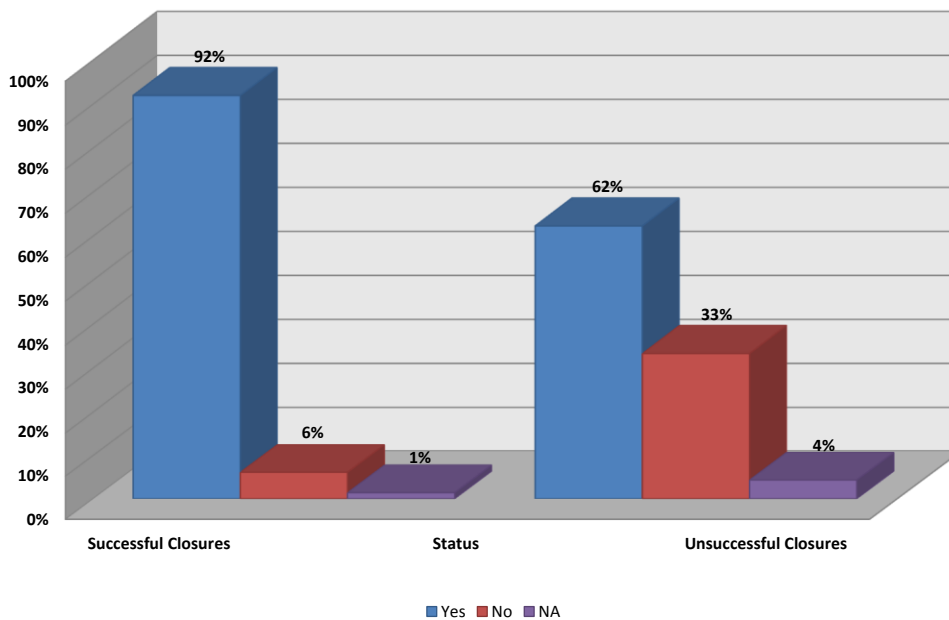
2014 Consumer Satisfaction Survey

Part A - Your IVRS Experience

1. I am satisfied with the quality of services I received from IVRS

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	195	92%	43	62%	238	85%	93%	75%	88%	FFY2011
No	13	6%	23	33%	36	13%	94%	70%	89%	FFY2012
Yes & No	1	0%	0	0%	1	0%	92%	79%	88%	FFY2013
NA	3	1%	3	4%	6	2%				
Total	212	100%	69	100%	281	100%				

1. I am satisfied with the quality of services I received from IVRS



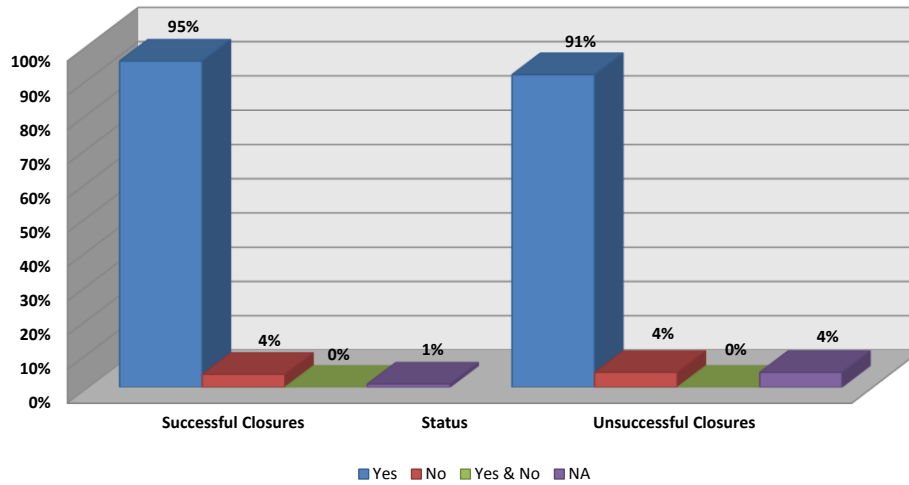
92% of our job candidates with successful employment outcomes report satisfaction with the quality of services at IVRS

2014 Consumer Satisfaction Survey

2. I was treated courteously by Iowa Vocational Rehabilitation Services reception staff.

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	202	95%	63	91%	265	94%	96%	88%	94%	FFY2011
No	8	4%	3	4%	11	4%	99%	91%	97%	FFY2012
Yes & No	0	0%	0	0%	0	0%	97%	89%	95%	FFY2013
NA	2	1%	3	4%	5	2%				
Total	212	100%	69	100%	281	100%				

2. I was treated courteously by Iowa Vocational Rehabilitation Services reception staff

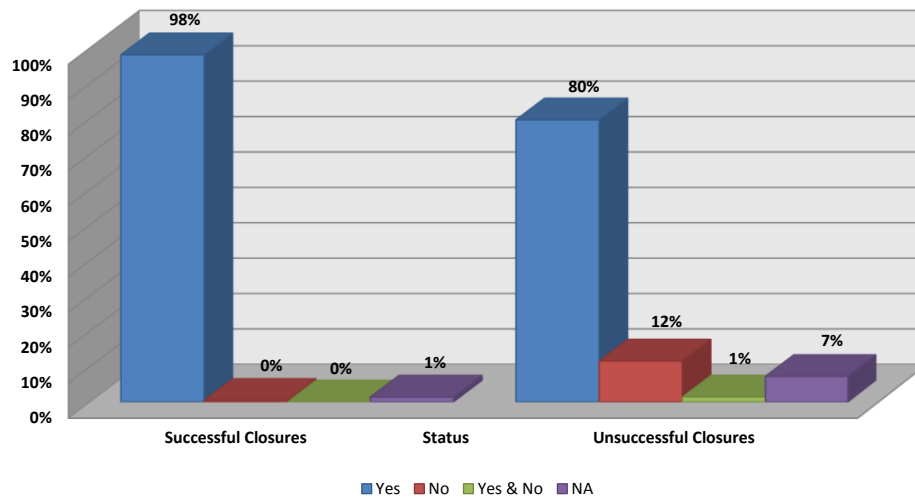


2014 Consumer Satisfaction Survey

3. I was treated courteously by Iowa Vocational Rehabilitation Services counseling staff

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	208	98%	55	80%	263	94%	96%	87%	93%	FFY2011
No	1	0%	8	12%	9	3%	96%	87%	94%	FFY2012
Yes & No	0	0%	1	1%	1	0%	97%	88%	95%	FFY2013
NA	3	1%	5	7%	8	3%				
Total	212	100%	69	100%	281	100%				

3. I was treated courteously by Iowa Vocational Rehabilitation Services counseling staff

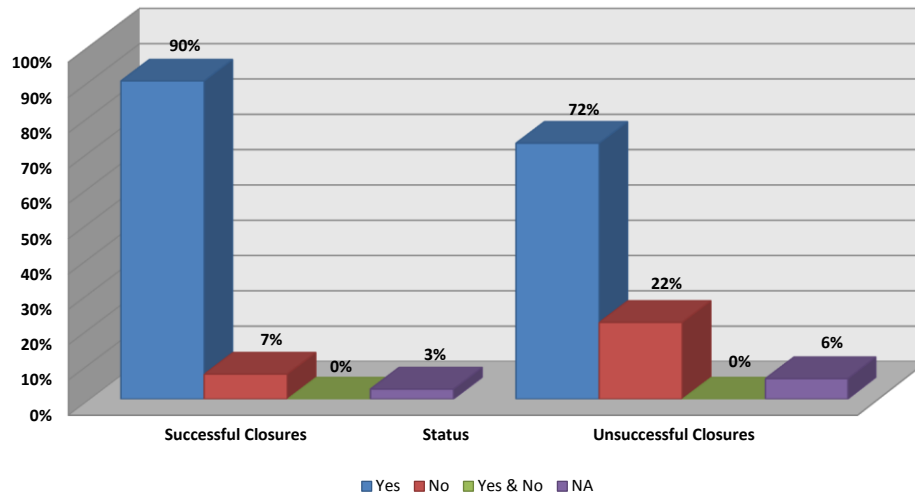


2014 Consumer Satisfaction Survey

4. I was able to reach my counselor or another IVRS staff member within one business day.

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	191	90%	50	72%	241	86%	93%	75%	88%	FFY2011
No	15	7%	15	22%	30	11%	93%	79%	90%	FFY2012
Yes & No	0	0%	0	0%	0	0%	92%	83%	89%	FFY2013
NA	6	3%	4	6%	10	4%				
Total	212	100%	69	100%	281	100%				

4. I was able to reach my counselor or another IVRS staff member within one business day.



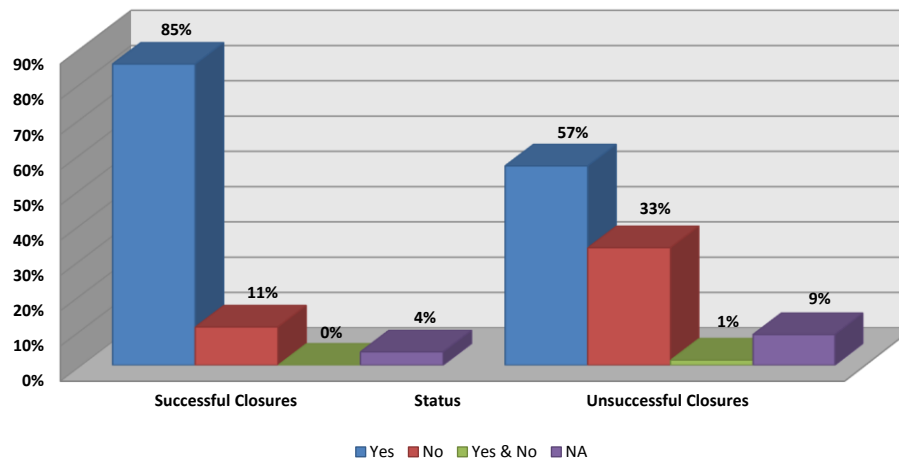
2014 Consumer Satisfaction Survey

Part B - Impact of Your IVRS Services

5. Iowa Vocational Rehabilitation Services helped me understand my abilities so that I could choose a job consistent with my skills, interests, and preferences.

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	181	85%	39	57%	220	78%	84%	66%	79%	FFY2011
No	23	11%	23	33%	46	16%	86%	72%	83%	FFY2012
Yes & No	0	0%	1	1%	1	0%	82%	72%	79%	FFY2013
NA	8	4%	6	9%	14	5%				
Total	212	100%	69	100%	281	100%				

5. Iowa Vocational Rehabilitation Services helped me understand my abilities so that I could choose a job consistent with my skills, interests, and preferences.



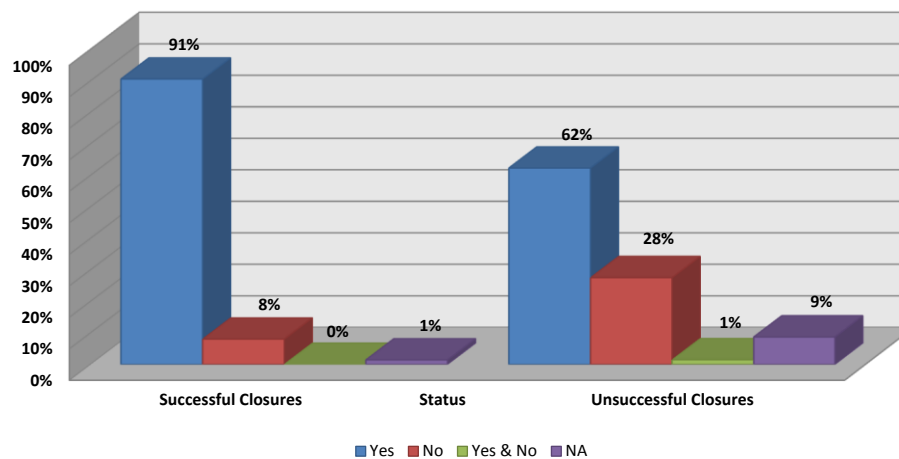
85% of our job candidates with successful employment outcomes report a better understanding of their abilities to choose a job consistent with their skills, interests, and preferences.

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6. Iowa Vocational Rehabilitation Services staff helped me understand the services available to me through them and other agencies.

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	192	91%	43	62%	235	84%	87%	71%	83%	FFY2011
No	17	8%	19	28%	36	13%	93%	79%	90%	FFY2012
Yes & No	0	0%	1	1%	1	0%	89%	81%	87%	FFY2013
NA	3	1%	6	9%	9	3%				
Total	212	100%	69	100%	281	100%				

6. Iowa Vocational Rehabilitation Services staff helped me understand the services available to me through them and other agencies.

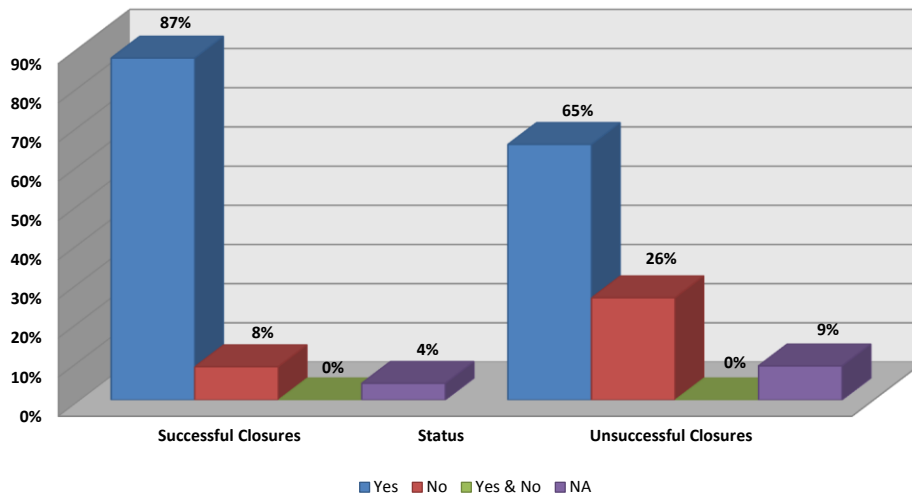


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7. I was encouraged to help develop my plan for the services I needed to get a job or training for a job.

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	185	87%	45	65%	230	82%	85%	73%	82%	FFY2011
No	18	8%	18	26%	36	13%	90%	74%	87%	FFY2012
Yes & No	0	0%	0	0%	0	0%	83%	81%	83%	FFY2013
NA	9	4%	6	9%	15	5%				
Total	212	100%	69	100%	281	100%				

7. I was encouraged to help develop my plan for the services I needed to get a job or training for a job.

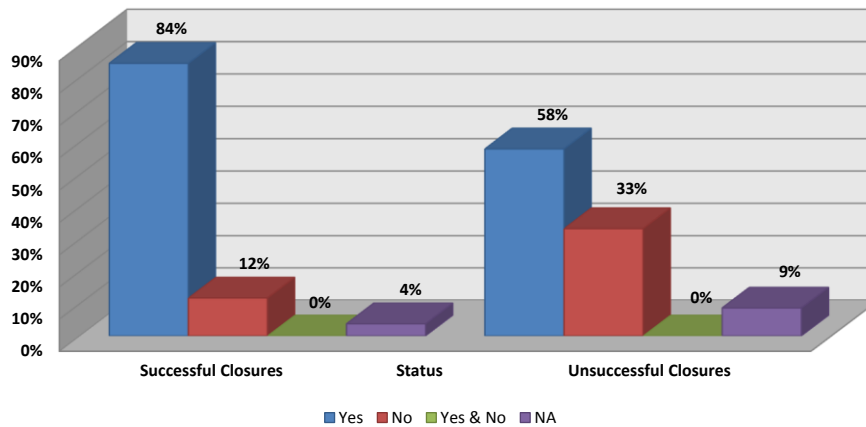


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8. I was informed that I can request a hearing and information about the Client Assistance Program if I am not satisfied with my services from Iowa Vocational Rehabilitation Services.

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	179	84%	40	58%	219	78%	80%	63%	75%	FFY2011
No	25	12%	23	33%	48	17%	80%	69%	78%	FFY2012
Yes & No	0	0%	0	0%	0	0%	77%	75%	77%	FFY2013
NA	8	4%	6	9%	14	5%				
Total	212	100%	69	100%	281	100%				

8. I was informed that I can request a hearing and information about the Client Assistance Program if I am not satisfied with my services from Iowa Vocational Rehabilitation Services.

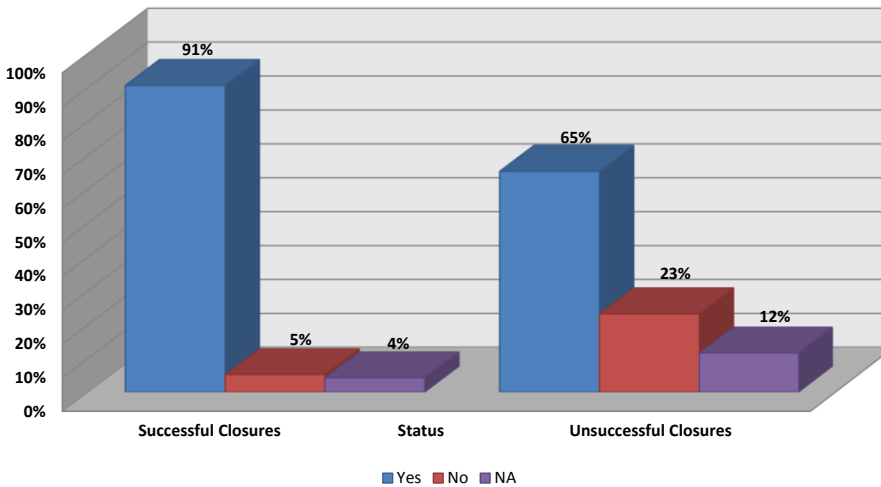


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9. Would you recommend Iowa Vocational Rehabilitation Services to another person?

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	192	91%	45	65%	237	84%	92%	72%	86%	FFY2011
No	11	5%	16	23%	27	10%	94%	75%	90%	FFY2012
Yes & No	0	0%	0	0%	0	0%	94%	82%	91%	FFY2013
NA	9	4%	8	12%	17	6%				
Total	212	100%	69	100%	281	100%				

9. Would you recommend Iowa Vocational Rehabilitation Services to another person?



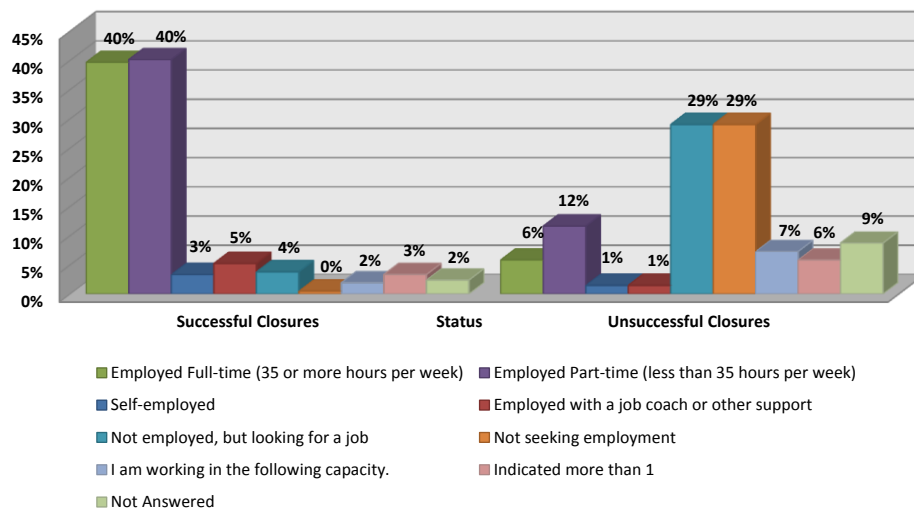
91% of our job candidates with successful employment outcomes would recommend IVRS to another person

2014 Consumer Satisfaction Survey

Part C - Your Basic Employment Information

10. Which of the following describes your current job situation? (check one)						Prior Year Comparison		
	Successful (26-0)		Unsuccessful (28-0)		Total		FFY2011	FFY2012
	Count	% within Status	Count	% within Status	Count	% within Status	Total	Total
Employed Full-time (35 or more hours per week)	84	40%	4	6%	88	31%	41%	39%
Employed Part-time (less than 35 hours per week)	85	40%	8	12%	93	33%	27%	27%
Self-employed	7	3%	1	1%	8	3%	3%	4%
Employed with a job coach or other support	11	5%	1	1%	12	4%	3%	2%
Not employed, but looking for a job	8	4%	20	29%	28	10%	12%	9%
Not seeking employment	1	0%	20	29%	21	7%	12%	6%
I am working in the following capacity.	4	2%	5	7%	9	3%	0%	4%
Indicated more than 1	7	3%	4	6%	11	4%	1%	6%
Not Answered	5	2%	6	9%	11	4%	2%	1%
Total	212	100.00%	69	100.00%	281	100.00%		

10. Which of the following best describes your current job situation? (Check one)

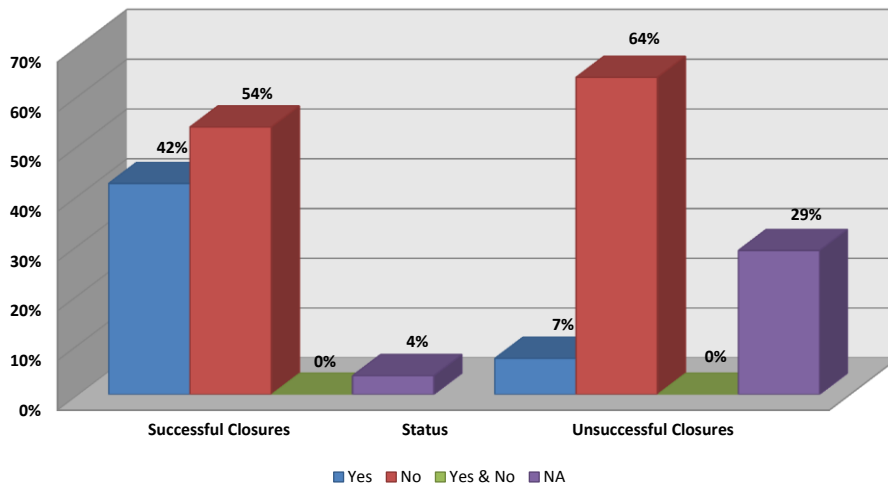


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11. Do you receive health, vacation or retirement benefits from your job?

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	90	42%	5	7%	95	34%	38%	6%	28%	FFY2011
No	114	54%	44	64%	158	56%	43%	9%	36%	FFY2012
Yes & No	0	0%	0	0%	0	0%	45%	7%	35%	FFY2013
NA	8	4%	20	29%	28	10%				
Total	212	100%	69	100%	281	100%				

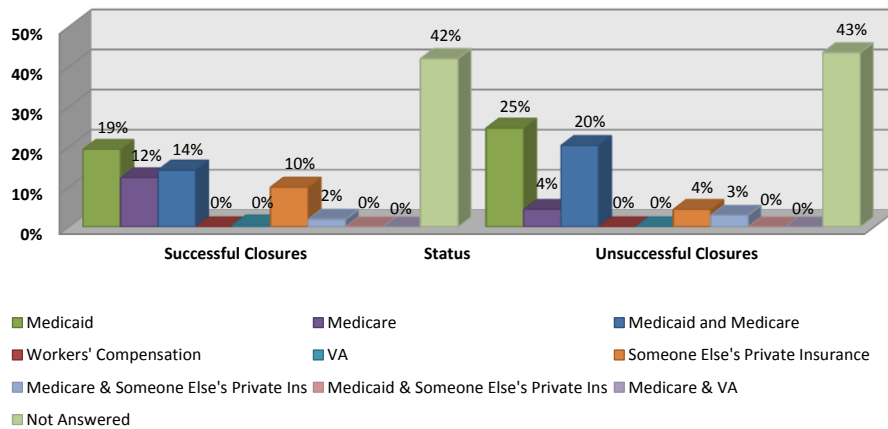
11. Do you receive health, vacation or retirement benefits from your job?



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11. If you receive benefits from another source, please specify:							Prior Year Comparison		
	Successful (26-0)		Unsuccessful (28-0)		Total				
	Count	% within Status	Count	% within Status	Count	% within Status	FFY2011	FFY2012	FFY2013
Medicaid	41	19%	17	25%	58	21%	10%	11%	13%
Medicare	26	12%	3	4%	29	10%	6%	7%	9%
Medicaid and Medicare	30	14%	14	20%	44	16%	10%	13%	14%
Workers' Compensation	0	0%	0	0%	-	0%	0%	0%	1%
VA	1	0%	0	0%	1	0%	0%	2%	1%
Someone Else's Private Insurance	21	10%	3	4%	24	9%	14%	13%	11%
Medicare & Someone Else's	4	2%	2	3%	6	2%	1%	1%	2%
Medicaid & Someone Else's	0	0%	0	0%	-	0%	1%	0%	1%
Medicare & VA	0	0%	0	0%	-	0%	0%	1%	1%
Not Answered	89	42%	30	43%	119	42%	31%	52%	47%
Total	212	100%	69	100%	281	100%			

11. If you receive benefits from another source, please specify:

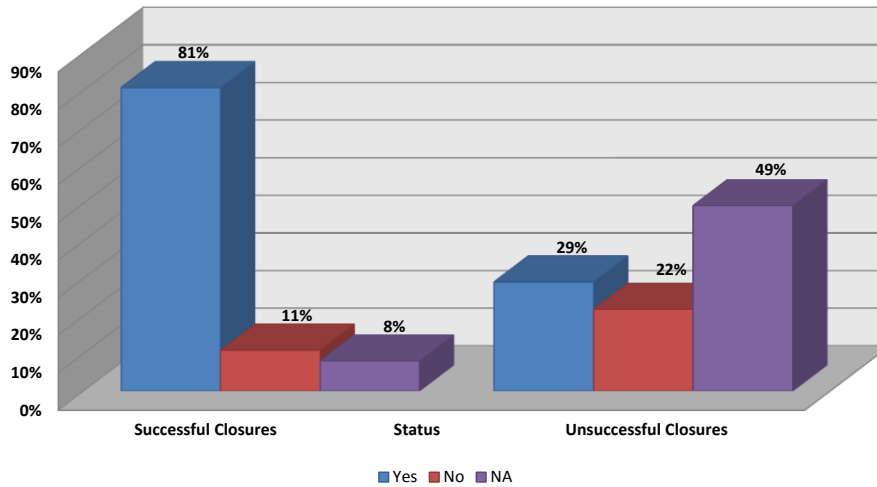


2014 Consumer Satisfaction Survey

12. Are you satisfied with your job?

	Successful (26-0)		Unsuccessful (28-0)		Total		Prior Year Comparison			
	Count	% within Status	Count	% within Status	Count	% within Status	26-0	28-0	Total	
Yes	171	81%	20	29%	191	68%	86%	24%	67%	FFY2011
No	23	11%	15	22%	38	14%	82%	30%	72%	FFY2012
Yes & No	1	0%	0	0%	1	0%	79%	31%	66%	FFY2013
NA	17	8%	34	49%	51	18%				
Total	212	100%	69	100%	281	100%				

12. Are you satisfied with your job?

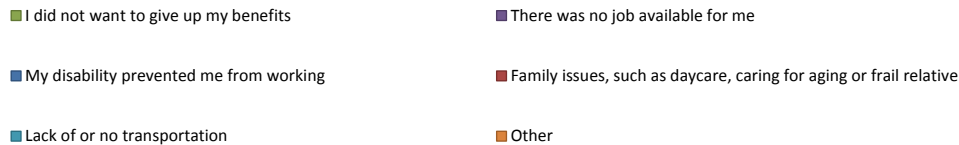
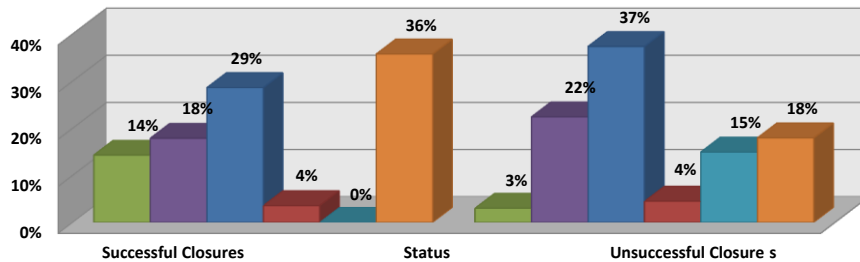


81% of our job candidates with successful employment outcomes report satisfaction with the job

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13. If you are not working, select all the reasons that apply:							Prior Year Comparison		
	Successful (26-0)		Unsuccessful (28-0)		Total				
	Count	% within Status	Count	% within Status	Count	% within Status	FFY2011	FFY2012	FFY2013
I did not want to give up my benefits	4	14%	2	3%	6	6%	7%	9%	3%
There was no job available for me	5	18%	15	22%	20	21%	24%	24%	22%
My disability prevented me from working	8	29%	25	37%	33	35%	27%	26%	36%
Family issues, such as daycare, caring for aging or frail relative	1	4%	3	4%	4	4%	8%	5%	6%
Lack of or no transportation	0	0%	10	15%	10	11%	13%	7%	12%
Other	10	36%	12	18%	22	23%	21%	28%	20%
Total	28	100%	67	100%	95	100%			

13. If you are not working, select all the reasons that apply:



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14. If you would like to provide additional feedback to IVRS, please list your contact information and your preferred time to receive a phone call and staff from IVRS management will call you back.

	Successful (26-0)		Unsuccessful (28-0)		Total	
	Count	% within Status	Count	% within Status	Count	% within Status
Yes	0	0%	0	0%	0	0%
NA	12	100%	2	100%	14	100%
Total	12	100%	2	100%	14	5%

14. If you would like to provide additional feedback to IVRS, please list your contact information and your preferred time to receive a phone call and staff from IVRS management will call you back.

